


Patron Comment Report

+/-	Branch	Comment	Notes
Positive	Express appreciation	Just wanted to express my surprise and delight that you have the book, The Enneagram for Black Liberation Return to Who You Are Beneath the Armor You Carry by Chichi Agorom. I am an elderly white woman, long-time Enneagram student and human rights activist. I think this book presents the Enneagram is a wonderfully clear and relevant way for all of us. Very helpful and fresh. Would make an excellent choice for group discussion. I wish you could somehow promote it. It has the potential to reduce a significant amount of suffering. So, thanks for having this book in your collection.	Customer did not request contact. Noted with pleasure.
Positive	Arabian	Fantastic library, haven't seen such resources available to public without a fee and with best customer service	Jones, Rebekka (9/27/2022 2:18 PM): Customer did not request contact. Noted with pleasure.
Positive	Civic Center	Just wanted you to know how much I appreciate the convenience of curbside pickup, especially for people experiencing mobility problems. (And as you know re library parking.....Well, it's a jungle out there!) Thx to all who make this service possible, especially your employees who run out to our cars in the brutal heat of summer! Really appreciate this	Noted and shared with CC staff who operate Curbside service.

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		service & I love my library!!! 	
Positive	Appaloosa	Love our Appaloosa Library and really appreciate the friendly, knowledgeable staff. Not only are they very friendly and helpful, they treat us with respect when we need to learn some of the new computerized systems. Well done !!!	Larsen, Sky (9/26/2022 11:54 AM): Noted with pleasure. (Sky Larsen)
Positive	Appaloosa	The following comments came from a couple who are both retired teachers: "We love your display! It's so well done. I had no idea that Junie B. Jones was on the list...Can you imagine? Thank you for staying strong."	Larsen, Sky (9/23/2022 3:08 PM): Noted with pleasure. (Sky Larsen)
Negative	Online	There still seems to be an issue when you go to New Releases and clicking on an item. It takes you nowhere. This has been an issue for patrons for the past 2 months. You click on the item be it music, videos or books. Once you click on it, it gives you a screen as if the item doesn't exist. Then... if you click on anything else after you get the screen that shows nothing, every time you continue to click on a New Release it actually remembers the one you last clicked on, not the one you are currently clicking on. Very confusing and very frustrating. Please try to get this glitch corrected. Thank you.	Jones, Rebekka (9/23/2022 12:45 PM): Customer did not ask for contact. This is a known issue and a ticket has been open with Polaris on this issue since the recent update.

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Negative	Civic Center	<p>I requested "The Good Turn" by Dervla McTiernan on 12/28/2021. The book along with 2 ahead of it were published by Blackstone. I've read the 1st 2, but The Good Turn has never arrived, still ON ORDER.</p> <p>Her subsequent book "The Murder Rule" has arrived and I'm reading it now. It was published by Harper Collins.</p> <p>Curious about what has happened with The Good Turn.</p>	<p>Jones, Rebekka (9/27/2022 2:17 PM):</p> <p>Title was unfulfilled by vendor. It showed up on our claim alert list and was processed for a re-order as there were copies currently on order with the publisher.</p>
Negative	Civic Center	<p>Really appreciate that you have disbanded fines. Thank you!</p> <p>It would be great if notification could go out when # of renewals available changes. I was about halfway through a book which had 6 additional renewals available. Then I went online and there were 0 renewals available. More requests had come in than the number of books available. No way I was going to finish the book, so I kept it overdue. I hate being overdue. Had I had a heads up, I could have allotted the time necessary to finish the book on time.</p>	<p>Noted. Shared comment with CSTG and CMMS for possible consideration as a Polaris enhancement request.</p>

Neutral	book check out and renewal	<p>Before I check this book out, can you tell me how many weeks before I need to return, and are there renewals for this book. Reason of asking, need it for my bookclub on November 6.</p> <p>1. How to change your mind : what the new science of psychedelics teaches us about consciousness, dying, addiction, depression, and transcendence by Pollan, Michael, 1955- ... when he first witnesses Morpheus jump from one Sky skyscraper to another. Michael Pollan's How to Change Your Mind is one of the most entertaining and fascinating books I have ... Publisher, Date: New York : Penguin Press, 2018. Description: xii, 465 pages ; 25 cm Series: Library Staff Review. Call Number: 615.7883 POLLAN</p>	<p>Hi, Thanks for reaching out to Scottsdale Public Library. I looked at our holdings and all the copies of that book are checked out. There is no one in line waiting for it, so I could add you to the waitlist if you like. Most of the checked out books are due back in the first week of October and there is no one on the waitlist currently, so there is a pretty good chance you'd get it about 3 weeks before your book club date. Our checkout for most items, including this one, is 3 weeks. We do allow up to 6 renewals as long as there is no one on the waitlist. However, since this book is fully checked out, I wouldn't bank on it being available for renewals. It's a possibility. Please let me know if you'd like me to add you to the waitlist and I'd be happy to do so. Thanks!Mandy Carrico</p>
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Negative	Arabian	<p>Good afternoon, I am reaching out in regards to the Arabian Library and the noise levels throughout the day, particularly in the afternoon.</p> <p>Similar to comments that I have seen on review sites such as Yelp, there is a significant concern from local library members regarding the lack of control of the middle schoolers that arrive unattended by parents. I am overjoyed to see so many young adults interested in coming to the library (and am beyond thankful to have our libraries open and accessible again!) but there seems to be a repeating occurrence of these young adults who are convening here as a social playground with very little regard for the adults and other children who are looking for a peaceful community place to come together and work.</p> <p>That being said, I do believe that it is not necessarily only the responsibility of the librarians, those parents should be supervising them as well and ensuring that they understand the proper protocol/ noise level for a library.</p> <p>Unfortunately, this has been the case more often enough and myself and others have even chosen to go elsewhere to seek more</p>	<p>Aikin, Louisa (9/18/2022 4:53 PM):</p> <p>Response to patron: Hello, (Name), and thank you for your thoughtful comments about the noisy conditions at Arabian Library. You are correct that we are at our busiest (and noisiest) on weekdays during those after school hours, typically from 2:20 – 4:00 pm.</p> <p>As you noted, many students do come to the library from the Desert Canyon Elementary and Middle schools, which are located nearby, along with students from other area schools. Like you, we're very happy that the young people are using the library, and we're also pleased to be open to all patrons. However, with that many students, our noise level increases. Library staff monitor the situation and will step in when patron behavior reaches a point that is loud, disruptive, or inappropriate and annoying to a reasonable person using library services, per our Rules of Conduct. Also included in the Rules of Conduct is a statement that caregivers are expected to supervise their children and assist them in observing appropriate conduct. I hope that you will continue to use Arabian Library. You may wish to visit us before school is dismissed for the day on weekdays, when we are generally less busy, or later in the afternoon and during our evening hours, Monday – Thursday. We can also help you reserve one of the small Study Rooms for more privacy and for group use (the rooms accommodate up to four). Reservations are limited to three hours per day per patron and can be made in advance by visiting our webpage at Scottsdale Public Library - Study Rooms (scottsdalelibrary.org) or calling the Library Help Line at 480.312.READ (7323) Monday – Saturday, 10am – 5 pm. The library does have a quiet area near the large picture window by Adult Fiction shelving, which is quieter, and monitored by staff for excessive noise. If your schedule allows, I'd also recommend coming to the library on weekends, which are generally less busy. One other option to explore would be making use of the quieter</p>
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		<p>enjoyable places to do work/ read.</p>	<p>conditions offered the Pony Express at Appaloosa Library, before the building opens to the general public. Their expanded hours are:</p> <p>The Pony Express @ Appaloosa hours Monday-Saturday 8 - 10 a.m. Sunday 8 a.m. - 1 p.m.</p> <p>More information about the Pony Express can be found at this link: Scottsdale Public Library - Pony Express (scottsdalelibrary.org)</p> <p>Please let me know if you have any questions or concerns.</p> <p>Thank you for using Scottsdale Public Library!</p> <p>Louisa Aikin Branch Manager Aikin, Louisa (9/16/2022 4:00 PM):</p> <p>Checked reviews of Arabian Library on Yelp. Of the 30 reviews: 1 star = 1 2 stars = 2 3 stars = 8 4 stars = 5 5 stars = 14</p> <p>As expected (and even in the more complimentary comments), the noise and activity of the after school students was a negative. Will respond to patron, thanking her for her comments and suggesting alternative times to visit when the building is not as busy (mornings, evenings and weekends). Will also suggest booking a study room and making use of the Quiet area.</p>
Negative	Civic Center	<p>Please, please place a sign at the lower level elevator with an arrow pointing upstairs saying "LIBRARY." It happened again today-I was asked how to get to the library. I came up the downstairs steps. Try this sometime and see if you would know what to do. I've asked this numerous times-no response. I have been coming to the library since the 1960s.</p>	<p>Good Afternoon (Name),</p> <p>Thank-you for taking the time to submit your feedback online after a recent visit to Civic Center Library. I appreciate your suggestion to help patrons entering from the lower level find their way to all the collections and services we have available on the main level of Civic Center Library. I will be implementing your suggestion for better signage on the lower level.</p> <p>Thanks again for your long-time support of Scottsdale Public Library. Please let me know if I can be of any further assistance.</p>

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Positive	Civic Center	<p>Good Afternoon!</p> <p>I work for the City of Scottsdale and often drop by the Civic Center Library to pick up books and browse the shelves. I am IMPRESSED by the selection and constant rotation of new books. Every time I walk into the library to pick up books I had placed on hold, I scour the new books and add several to my tbr list. The library store is great too and I have bought several books from there. One was even signed (!!!). I have been a library cardholder since I was a child and have been to many libraries in the different states in which I have lived. The Civic Center Library is my favorite. Every interaction I've had with staff has been warm and it is clear they take pride in their job. I follow the City's Goodreads account as well and props to whoever is running that and writing the reviews! I guess the real purpose of this comment is to give a big thank you to a great group who keeps our library awesome!! :)</p>	Noted with pleasure.
	Hoopla	<p>I am not able to connect to Hoopla. I called the 480-312-7323 for assistance and they were not able to help. I have tried going direct to Hoopla through the website and the Hoopla app on Roku. It says my library card or PIN number is not working. I verified through the</p>	<p>Ronnberg, Bethany (9/14/2022 2:43 PM): spoke with patron on Wednesday 9/14/22 at 2:30 and resolved issue with missing PIN on Hoopla account. - BR @ CC</p>

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		Scottsdale Library there is nothing wrong with my card or PIN.	
Positive	Library Help Line	<p>This comment was shared with me today when I was working on the Library Help Line and I wanted to share with the system.</p> <p>"I love calling you all. You guys are great. You always just "get er done."</p> <p>Submitted on behalf of caller by Sky Larsen</p>	Carrico, Mandy (9/14/2022 9:12 AM): Noted with pleasure.
Positive	Civic Center	<p>(Name) called the LHL to let us know how impressed she was with the customer service she received from Jessie at the LHL. She called in with an issue and Jessie took responsibility for the issue, resolved it for her, and called her back to update her. She felt that Jessie went above and beyond for her and wanted her supervisor know what a wonderful job she did.</p> <p>(The patron did not have access to a computer and asked that I submit a comment for her CR/MUS.</p>	Noted with pleasure and shared with staff member.
Negative	Appaloosa	Please consider for your collection my new book Stress Test: How Donald Trump Threatens American Democracy, which Kirkus Reviews calls "a compelling and sensible overview of America's emerging democratic crisis" and Publishers Weekly concluded is "a compelling rallying cry for democratic institutions under threat in	<p>Larsen, Sky (9/8/2022 3:37 PM):</p> <p>Dear (Name),</p> <p>Thank you very much for taking the time to submit an online Appaloosa Patron Comment. We appreciate hearing from our patrons. I have forwarded your Purchase Suggestion to our Collection Development Department for their consideration. In the future, you may use our Suggest a Purchase option on our website. I have included that link below.</p> <p>https://www.scottsdalelibrary.org/services/suggest-a-purchase</p>

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		America." (ISBN 1913606686.) Thanks, (Name)	Take care, Sky Larsen
Negative	Mustang	Submitted on a comment card at Mustang on 9/1/22. Not clean enough (in & out) and bugs are inside & outside, and you need gift cards to give out for the kids. This is from the child. She does not like it here, and she wants it to be new.	Zick, Medina (9/7/2022 6:06 PM): No response was requested.
Negative	Digital resources	Submitted through Help-line. Would like library to consider providing access to the Mango Languages app.	Jones, Rebekka (9/6/2022 8:18 AM): Thank you for your suggestion regarding the Mango Language app. Our language learning software is provided through the Maricopa County Library District and we will pass your feedback along to them.
	Civic Center	Continue Monday P.M. movies, please	Riley, Erin (9/7/2022 11:28 AM): Sent patron a note in the mail responding to his comment. We are planning a Monday film series for Winter, so I let him know that was in the works.
Negative	Library website is having issues	Since Wednesday, the Library website has been having issues. When you go to the New Releases tab and click on an item, it gives you nothing, as if it's not in the library system. If I look up something that does show up, the next time I go into New Releases and select an item, instead of getting selected item, I get the previous item I looked at. When I called yesterday, 9/1, they said the website had been updated but	Jones, Rebekka (9/2/2022 10:14 AM): Library Technology is aware of the issue and Dan Haskell is still working on it. Possibly related to recent server migration.

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		maybe it wasn't finished with changes. Today 9/2, it's still having those issues and makes it difficult to look up items and request them. Thank you.	
Positive	Mustang	Submitted on a comment card at Mustang on 8/30/22. Great service. Knowledgeable librarians. Friendly. Helpful at Account Services. Thank you!	Noted.
Negative	Mustang	Submitted on a yellow comment card at Mustang on 8/31/22. Appreciate your numerous programs and services offered through this system. Disappointed how frequently film series movies are cancelled last minute. We make special arrangements to travel here to view the movie, and it is quite frustrating to frequently have films cancelled for ongoing technical issues. Perhaps some effort should be made to certain all equipment is functioning and maintained on a regular basis. A regular patron	The amp in the auditorium would not work on movie day and will need to be replaced. Unfortunately, we don't have an estimate on funding or timing at this point.
Negative	Mustang	Submitted on a comment card at Mustang on 8/31/22. Hi. We appreciate your library services but it's becoming a problem. We	Zick, Medina (9/1/2022 3:37 PM): The amp in the auditorium would not work on movie day and will need to be replaced. Unfortunately, we don't have an estimate on funding or timing at this point.

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		<p>made special plans to see a movie here today and a lot of us were disappointed that it was cancelled due to film machine/equipment problems. When can it be fixed? We all hope soon.</p> <p>A concerned citizen. Make us all happy again.</p>	
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